

### **Abstract of the Invention**

A retail terminal includes a voice generating device. The retail terminal also includes a processing unit electrically coupled to the voice generating device. Moreover, the retail terminal further includes a memory device

5 electrically coupled to the processing unit. The memory device has stored therein a plurality of instructions which, when executed by the processing unit, causes the processing unit to (a) operate the voice generating device so as to generate a first voice instruction in a first voice type which instructs a user in regard to operation of the retail terminal, (b) determine if the user performs a first

10 activity with the retail terminal which is indicative of the user responding to the first voice instruction and generate a proper-response control signal in response thereto, and (c) operate the voice generating device so as to generate a second voice instruction in a second voice type which instructs the user in regard to operation of the retail terminal if a predetermined amount of time lapses

15 subsequent to generation of the first voice instruction, but prior to generation of the proper-response control signal. A method of operating a retail terminal is also disclosed.